



OFFICIAL

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## IN THE CLAIMS:

Please AMEND the pending claims in accordance with the following:

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1. A message processing apparatus connected to a plurality of terminals via a network, comprising:
    - a message management unit enabling a user at each of said plurality of terminals to compose messages and to view and respond to received messages respectively; and
    - a preparation unit preparing a receiver state list indicating states of a plurality of receivers of a message that is managed by said message management unit.
  2. The message processing apparatus according to claim 1, wherein the receiver state list includes completion information indicating whether the receivers have viewed the message or whether the receivers have completed business activities related to the message.
  3. The message processing apparatus according to claim 2, wherein the message management unit enables the content of the message and the receiver state list corresponding to the message to be displayed on a terminal screen in an associated manner.
  4. The message processing apparatus according to claim 1, wherein the receiver state list includes:
    - open information indicating open states of the message of the plurality of receivers; and
    - completion information indicating whether the receivers have viewed the message or whether the receivers have completed business activities related to the message.
  5. The message processing apparatus according to claim 1, comprising a storage unit storing the content of the message, receivers' names and completion information indicating whether the receivers have viewed the content of the message or whether the receivers have completed business activities related to the message, in an associated manner, wherein
    - the preparation unit prepares the receiver state list based on the receivers' names and the completion information.

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6. The message processing apparatus according to claim 5, comprising:  
an amendment unit amending the contents of a transmitted message stored in the storage unit; and  
a recovery unit recovering all the receivers' open information indicating an open state to a not-opened state when the message is amended by the amending unit.

7. The message processing apparatus according to claim 6, wherein:  
the storage unit stores a plurality of comments prepared by the receivers in response to the message; and  
the recovery unit causes the comments stored in the storage unit be stored without modification, when the transmitted message is amended by the amendment unit.

8. The message processing apparatus according to claim 5, wherein  
the storage unit stores a message type of the message, and  
the preparation unit prepares the receiver state list according to the message type, the receivers' names and the completion information.

9. The message processing apparatus according to claim 8, comprising  
a setting unit displaying comment alternatives of comment patterns which correspond to the message type of the received message, in a comment section of the received message, and setting a comment pattern which corresponds to a comment alternative selected by the receiver as the receiver's comment to the received message, wherein  
the storage unit includes a comment pattern storage portion for storing, corresponding to the message type, the comment patterns and the comment alternatives which correspond respectively to the comment patterns.

10. The message processing apparatus according to claim 1, wherein the message management unit enables a sender and all receivers of the message to view the content of the message and the receiver state list on screens of the terminals.

11. The message processing apparatus according to claim 1, wherein the message management unit provides a comment section for inputting a comment to the received message and causes the comment inputted to the comment section to be displayed as the comment of a corresponding receiver, in the receiver state list.

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12. The message processing apparatus according to claim 1, wherein the message management unit causes a delay state for a response time limit that is set in the message to be displayed as delay information in a received message list.

13. The message processing apparatus according to claim 1, comprising:  
an open ratio obtaining unit obtaining an open ratio of the message from open information indicating an open state of the receiver of the message, and  
a display unit displaying the open ratio of the message in a message list.

14. The message processing apparatus according to claim 1, comprising:  
a completion ratio obtaining unit obtaining a completion ratio from completion information indicating that the receivers of the message have viewed the message, or that business activities related to the message is completed ; and  
a display unit displaying the completion ratio which is obtained from the completion ratio obtaining unit in a message list.

15. The message processing apparatus according to claim 1, comprising:  
a detection unit detecting designated keywords from receivers' comments; and  
a counter unit counting a number of comments which include the keywords detected by the detection unit, wherein  
the message management unit causes the number of comments including the designated keywords to be displayed on a terminal.

16. A message processing apparatus for processing a plurality of messages transmitted from a plurality of terminals, the message processing apparatus comprising:  
a preparation unit preparing a message list for displaying a formatted type message related to business activities and a non-formatted type message not related to business activities, together with a message type; and  
a message management unit managing information in the message list.

17. A message management method for managing a plurality of messages transmitted from a plurality of terminals, comprising:  
displaying a formatted type message related to business activities and a non-formatted

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type message not related to the business activities, together with a message type.

18. A message management method for use by a server apparatus connected via a network to a plurality of terminals, comprising:

enabling a user to compose, view and respond to messages from one of the terminals;  
and

preparing a receiver state list indicating respective states of a plurality of receivers whom a message is multi-addressed to.

19. The message management method according to claim 18, comprising displaying the receiver state list in a manner associated with the message.

20. The message management method according to claim 18, comprising displaying the receiver state list in a manner associated with the message, wherein, the receiver state list includes receivers' names and completion information indicating whether receivers of the message have viewed the message or whether the receivers of the message have completed business activities related to the message.

21. A message management method for use by a server apparatus connected via a network to [managing messages transmitted from] a plurality of terminals, comprising:

enabling a user to compose, view and respond to messages from one of the terminals;  
preparing a receiver state list indicating respective states of a plurality of receivers whom a message is multi-addressed to; and  
managing information in the receiver state list.

22. The message management method according to claim 21, wherein the receiver state list includes receivers' names and completion information indicating whether receivers of the message have viewed [that receiver confirms] the message or whether the receivers of the message have completed business activities related to the message.

23. A computer readable storage medium storing a program, the program comprising:

enabling a user at one of a plurality of terminals to communicate with a server apparatus to compose, view and respond to a message; and

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displaying a receiver state list indicating respective states of a plurality of receivers whom a message is multi-addressed to.

24. A computer readable storage medium storing a program, the program comprising  
displaying the receiver state list which includes receivers' names and completion information indicating whether receivers of the message have viewed the message or whether the receivers of the message have completed business activities related to the message, on a terminal.

25. A computer readable storage medium storing a program, the program comprising:  
enabling a user at one of a plurality of terminals to compose, view and respond to a message; and  
preparing a receiver state list indicating respective states of a plurality of receivers whom a message is multi-addressed to.

26. The storage medium according to claim 25, wherein the receiver state list includes a plurality of receivers' names and completion information indicating whether receivers of the message have viewed the message or whether the receivers of the message have completed business activities related to the message.

27. The storage medium according to claim 26, wherein the program comprises:  
recovering open information for all the receivers of the message indicating an open state to a not-opened state when content of the transmitted message is amended by a sender, wherein  
the receiver state list includes open information indicating whether the receivers have opened the message.

#### REMARKS

In accordance with the foregoing, the specification and claims 1-27 have been amended. No new matter is being presented, and approval and entry are respectfully requested.